

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Eric James et al.

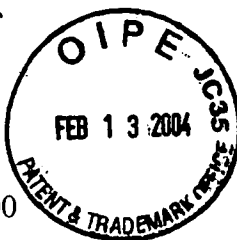
Serial No.: 09/675,597

Filed: September 29, 2000

For: SYSTEM AND METHOD OF
USING A PHONE TO ACCESS
INFORMATION IN A CALL CENTER

Attorney

Docket No.: 99EC036/77527



Group No.: 2645

Confirmation No.: Not Known

Examiner: Not Known

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Date Registration No.: 34,137

Attorney for Applicant(s)

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It is believed that no fee is due in connection with this Information Disclosure Statement. Should any fee be required, authorization is hereby given to charge any such fee to Deposit Account No. 03-2470.

Respectfully submitted,

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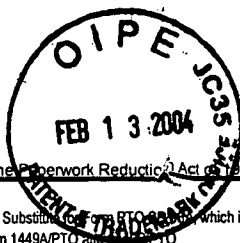
By

Jon P. Christensen
Reg. No. 34,137

February 10, 2004
WELSH & KATZ, LTD.
120 South Riverside Plaza-22nd Floor
Chicago, Illinois 60606
Phone: (312) 655-1500
Fax: (312) 655-1501

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10/24/2001 W&K Substitution Form Substitute for form 1449A/PTO and 1449B/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary) Sheet 1 of 1		Complete if Known	
		Application Number	09/675,597
		Filing Date	September 29, 2000
		First Named Inventor	Eric James
		Art Unit	2643
		Examiner Name	Not Known
		Attorney Docket Number	99EC036-77527

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number - Kind Code ² (if known)			
/JP/		US-5,822,727	10-13-1998	Garberg et al.	
		US-			
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FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				
/JP/		EP 0 735 736	01.10.1996	Garberg		
/JP/		EP 0 903 921	24.03.1999	Foladare et al.		
/JP/		WO 99/45691	10.09.1999	Webley Systems		
/JP/		DE 198 44 223	05.25.2000			
/JP/		DE 199 01 137	20.07.2000			

OTHER ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ⁶

Examiner Signature	/Joseph Phan/	Date Considered	09/12/2011
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¹ Applicant's unique citation designation number (optional). ² See Kind Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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